

Account Name: City of North Miami

ID#: 7110331

CUSTOMER INFORMATION (Service Location)

Address 1	12098 NW 11TH AVE	City	NORTH MIAMI
Address 2	OFC 2	State	FL
Primary Contact Name	Armando Rojas	ZIP Code	33168
Business Phone	(786) 315-0928	County	
Cell Phone		Email Address	arojas@northmiamifl.gov
Pager Number		Primary Fax Number	
Technical Contact Name		Tech Contact On-Site?	No
Technical Contact Business Phone		Technical Contact Email	
Property Manager Contact Name		Property Mgr. Phone	

COMCAST BUSINESS CLASS SERVICES

Selection (X)	
Business Class Voice	
Business Class Internet	X
Business Class TV	
Business Class Signature Support	
Service Term (Months)	36

COMCAST BUSINESS CLASS SERVICES DETAILS

Business Class Voice*				Business Class Packages			
VOICE SELECTIONS		Quantity	Unit Cost	Total Cost	Package Name:		
Full Feature Voice Lines		0			PACKAGE DESCRIPTION		
Adtl. F.F. Voice Lines w/ pkg.							
4+ Lines							
Basic Lines		0					
Fax Lines							
Toll Free Numbers							
Equipment Fee							
VOICE OPTIONS		Selection(X)	Total Cost				
Voicemail		0					
Directory Listing Suppression							
Auto-Attendant							
* Voice offers & options not available in all markets.					Business Class TV*		
Business Class Internet*							
INTERNET SELECTIONS		Selection(X)	Total Cost				
Starter		X	\$69.95				
Preferred							
Other							
Equipment Fee		X	\$9.95				
INTERNET SELECTIONS		Selection(X)	Non-Recurring Charge				
Wireless Gateway Fee							
* Business Class internet speed tier selections not available in all markets. With the exception of Basic Connect, all business class internet speed tiers from Comcast include two(2) Microsoft Outlook email boxes for no additional charge. The Basic Connect speed tier does not include such email boxes. Additional email boxes may be purchased separately. Comcast reserves the right to change this Microsoft Outlook email offering at any time, at its sole discretion, upon written notice to Customer.							
INTERNET OPTIONS		Selection(X)	Total Cost				
Microsoft Outlook Office Email		X	Included				
Web Hosting - Starter		X	Included				
Web Hosting - Business							
Web Hosting - Commerce							
Web Hosting - Professional							
Static IP - 1, IPv6		X	\$14.95				
Static IP - 5, IPv6							
Static IP - 13, IPv6							
Static IP - 29, IPv6							
Static IP - 61, IPv6							
Static IP - 125, IPv6							
Static IP - 253, IPv6							
Dynamic IPV6							
Xfinity Wifi Hotspot***							
Business Wifi Standard							
Business Wifi Enhanced							
* Internet selections & options not available in all markets.							
*** Business Private WiFi is included with the Xfinity WiFi Hotspot unless specifically noted below in the Notes section of this Agreement.							
TV SELECTIONS				Selection(X)	Total Cost		
Basic							
Select							
Information & Entertainment							
Variety							
Standard							
Preferred							
Music Choice Standalone							
TV OPTIONS				Selection	Total Cost		
Sports Pack**							
Music Choice W/Business Class							
Canales Selecto							
Other Programming							
Other Programming							
Other Programming							
TV OUTLETS				Quantity	Unit Cost	Total Cost	
Additional Outlets							
HD Outlet Charges							
mini mDTA/MDTA Type				# of Outlets	NRC	MRC	
* Not available in home offices or public view establishments. TV selections & options not available in all markets. Customer acknowledges and understands Customer may be responsible for additional music licensing or copyright fees for music contained in any or all of the Services, including, but not limited to Video and/or Public View Video.							
** Available for Standard & Preferred TV offers only.							
Business Class Signature Support							
Subscription Plans		Quantity	Unit Cost	Total Cost			
Essentials							
Preferred							
Premier							
Premier for Server							
Bolt Ons							
Cloud Back-up Add-on							

COMCAST BUSINESS CLASS TOTAL SERVICE CHARGES

Business Class	Selection(X)	Quantity	Unit Cost	Total Cost		
Installation Fee	X		\$49.00	\$49.00	Total Monthly Service Charge	\$94.85
Voice Activation Fee*					Promotional Code (if applicable)	
Auto-Attendant Setup Fee					Discount On Internet(if applicable)	
Voice Jack Fee					Discount On Video(if applicable)	
Toll Free Activation Fee					Discount On Voice(if applicable)	
Directory Listing Fee					Discount On Signature Support(if applicable)	
One Time Fix Plans						
One-Time Tech Solve						
In Wall Wiring & Setup						
1st Drop					Total Discount	\$0.00
2 plus Drops						
Second Cable Run						
Wireless Network Setup / 1 WorkStation Setup					Total Recurring Monthly Bill:*	\$94.85
Work Station Setup Add-on						
Wireless Network Setup Add-on						
Onsite Survey						
Same Day Service						
Next Day Service						

* Per line activation fee, up to four (4) line maximum charge.

Total Installation Charges:*

\$49.00

* Does not include Custom Installation Fees.

GENERAL SPECIAL INSTRUCTIONS

COMCAST BUSINESS CLASS INTERNET CONFIGURATION DETAILS

Transfer Existing Comcast.net Email	No	Equipment Selection	IP Gateway
Number of Static IPv4s*	1	Business Class Web Hosting	No

* If 5 or more Static IPs are requested a STATIC IP JUSTIFICATION FORM is required.

COMCAST BUSINESS CLASS TV CONFIGURATION DETAILS

Outlet Details	Location	Outlet Type	Additional Comments:
Outlet 1 - Primary			
Outlet 2 - Additional			
Outlet 3 - Additional			
Outlet 4 - Additional			
Outlet 5 - Additional			
Outlet 6 - Additional			
Outlet 7 - Additional			
Outlet 8 - Additional			

OUTLETS 9 & UP		QUANTITY
Analog		
Digital		
HDTV		
DTA		

COMCAST BUSINESS CLASS VOICE CONFIGURATION DETAILS

[illegible]

Directory Listing Details

Directory	(Published, Non-Published, Unlisted)
Directory Listing Phone Number	
Directory Listing Display Name	
DA/DL Header Text Information	
DA/DL Header Code Information	
Standard Industry Code Information	

Additional Voice Details

Caller ID (Yes/No)	
Caller ID Display Name (max 15 char.)	
International Dialing (Yes/No)	No
Call Blocking (Yes/No)	
Auto-Attendant (Yes/No)	No

CUSTOMER BILLING INFORMATION

Billing Account Name	<u>City of North Miami</u>	City	<u>NORTH MIAMI</u>
Billing Name (3rd Party Accounts)		State	<u>FL</u>
Address 1	<u>12098 NW 11TH AVE OFC 2</u>	ZIP Code	<u>33168</u>
Address 2		Billing Contact Email	<u>arojas@northmiamifl.gov</u>
Billing Contact Name	<u>Armando Rojas</u>	Billing Contact Phone	<u>(786) 315-0928</u>
Tax Exempt?*	<u>yes</u>	Billing Fax Number	

* If yes, please provide and attach tax exemption certificate.

AGREEMENT

1. This Comcast Business Class Service Order Agreement sets forth the terms and conditions under which Comcast Cable Communications Management, LLC and its operating affiliates ("Comcast") will provide the Services to Customer. This Comcast Business Class Service Order Agreement consists of this document ("SOA"), the standard Comcast Business Class Terms and Conditions ("Terms and Conditions"), and any jointly executed amendments ("Amendments"), collectively referred to as the "Agreement". In the event of inconsistency among these documents, precedence will be as follows: (1) Amendments, (2) Terms and Conditions, and (3) this SOA. This Agreement shall commence and become a legally binding agreement upon Customer's execution of the SOA. The Agreement shall terminate as set forth in the Terms and Conditions (<http://business.comcast.com/terms-conditions/index.aspx>). All capitalized terms not defined in this SOA shall reflect the definitions given to them in the Terms and Conditions. Use of the Services is also subject to the then current High-Speed Internet for Business Acceptable Use Policy located at <http://business.comcast.com/terms-conditions/index.aspx> (or any successor URL), and the then current High-Speed Internet for Business Privacy Policy located at <http://business.comcast.com/terms-conditions/index.aspx> (or any successor URL), both of which Comcast may update from time to time.

FOR SIGNATURE SUPPORT CUSTOMERS ONLY: Instead of the Comcast Business Class Terms and Conditions, your Agreement includes the Signature Support Terms and Conditions available at <http://business.signaturesupport.comcast.com/terms-and-conditions.html>.

2. Each Comcast Business Class Service ("Service") carries a 30 day money back guarantee. If within the first thirty days following Service activation Customer is not completely satisfied, Customer may cancel Service and Comcast will issue a refund for Service charges actually paid by Customer, custom installation, voice usage charges, and optional service fees excluded. In order to be eligible for the refund, Customer must cancel Service within thirty days of activation and return any Comcast-provided equipment in good working order. In no event shall the refund exceed \$500.00.

FOR SIGNATURE SUPPORT CUSTOMERS ONLY: The guarantee is applicable only to Signature Support subscription plans. If you use the service in the first 30 days, you will be refunded your subscription fees, but charged the applicable one-time fee.

3. IF CUSTOMER IS SUBSCRIBING TO COMCAST'S BUSINESS CLASS VOICE SERVICE, I ACKNOWLEDGE RECEIPT AND UNDERSTANDING OF THE E911 NOTICE:

E911 NOTICE

Comcast Business Class Voice service ("Voice") may have the E911 limitations specified below:

- In order for 911 calls to be properly directed to emergency services using Voice, Comcast must have the correct service address for the Voice Customer. If Voice is moved to a different location without Comcast's approval, 911 calls may be directed to the wrong emergency authority, may transmit the wrong address, and/or Voice (including 911) may fail altogether.

- Voice uses electrical power in the Customer's premises. If there is an electrical power outage, 911 calling may be interrupted if the battery back-up in the associated multimedia terminal adapter is not installed, fails, or is exhausted after several hours.

- Voice calls, including calls to 911, may not be completed if there is a problem with network facilities, including network congestion, network/equipment/power failure, or another technical problem.

- Comcast will need several business days to update a Customer service address in the E911 system. All change requests and questions should be directed to 1-800-391-3000. USE OF VOICE AFTER DELIVERY OF THIS DOCUMENT CONSTITUTES CUSTOMER ACKNOWLEDGEMENT OF THE E911 NOTICE ABOVE.

4. To complete a Voice order, Customer must execute a Comcast Letter of Authorization ("LOA") and submit it to Comcast, or Comcast's third party order entry integrator, as directed by Comcast.

5. New telephone numbers are subject to change prior to the install. Customers should not print their new number on stationery or cards until after the install is complete.

6. Modifications: All modifications to the Agreement, if any, must be captured in a written Amendment, executed by an authorized Comcast Senior Vice President and the Customer. All other attempts to modify the Agreement shall be void and non-binding on Comcast. Customer by signing below, agrees and accepts the Terms and Conditions of this Agreement.

CUSTOMER SIGNATURE	
By signing below, Customer agrees and accepts the Terms and Conditions of this Agreement. General Terms and Conditions can be found at http://business.comcast.com/terms-conditions/index.aspx .	
Signature:	<u>[Signature]</u>
Print:	<u>Stephen E. Johnson</u>
Title:	<u>City Manager</u>
Date:	<u>2/10/14</u>

FOR COMCAST USE ONLY	
Sales Representative:	<u>Nina Sherman</u>
Sales Representative Code:	<u>76020</u>
Sales Manager/Director:	<u>Francine Shabsels</u>
Sales Manager/Director:	
Division:	<u>Central</u>
Lead ID:	<u>7110331</u>